

City of Saint Paul Department of Safety and Inspections Shared Vision - 2011

Who We Are . . .

A proactive, multi-disciplinary safety and inspections organization that builds and maintains a livable, Saint Paul community through strong leadership, creative partnerships, and effective regulatory strategies.

Vision Statement

To be the leader in creating the safest, healthiest, most livable, and vibrant City in the America.

Mission Statement

To preserve and improve the quality of life in Saint Paul by protecting and promoting public health and safety for all.



Our Values

We . . .

- **Serve our customers with respect and dignity.**
- **Act with integrity and professionalism in all interactions with our customers and the public at large.**
- **Commit and dedicate ourselves to public service.**
- **Embrace the diversity of our City and our organization, valuing different viewpoints, expertise, and cultures.**

How We Do It . . .

Strong, Proactive Leadership

Using Knowledge and Expertise to Best Advantage

- ❑ **Demonstrate strong, proactive leadership to solve complex, health and safety issues.** Define DSI's role as that of a creative problem solver. Lead by bringing people together to solve complex issues facing the City relative to the health and safety of our citizens and residents. Use our resources wisely and achieve desired results.
- ❑ **Focus our energies on issues and details important to our customers.** Look for the opportunity to make a difference. Clarify primary City concerns and issues and address those concerns in viable and unique ways.
- ❑ **Strive to positively influence the livability of the City.** Be an active participant in growing a more prosperous City and emphasize the importance of the role DSI plays in sustaining the soul of Saint Paul.
- ❑ **Provide support and encouragement for employees to become strong, proactive leaders.** Ensure that succession planning in the form of training, coaching, and performance management are available to all employees. Ensure that career ladders and development opportunities are present within the organization.

Creative, Collaborative Partnerships

Building Trusting Relationships

- ❑ **Develop and maintain viable external and internal partnerships to achieve desired results.** Promote internal cooperation and integration. Realize that the DSI Team has different roles and perspectives to resolve issues. Build effective external relationships to expand resources. Seek community-based solutions for health and safety issues. Establish multi-faceted and flexible communication systems to support the external and internal partnerships.
- ❑ **Exhibit credible, competent, and forward-thinking approaches to build credibility with others.** Strengthen staff expertise and competence through credentialing, education, and on-the-job experience. Nurture employee pride and empower employees, thus improving our effectiveness and strengthening relationships with our external partners and customers.
- ❑ **Establish an organizational structure that represents equal parts of a whole.** Develop flexible organizational structures that support and appreciate the different roles, expertise, and perspectives each component represents. Establish a viable, credible organizational structure that serves customers well because of common goals and positive teamwork.
- ❑ **Establish a customer service model of fair, equitable treatment.** Show respect for customers. Take concerns seriously. Honestly address issues. Provide regulatory consistency. Promote excellence in all we do.

Effective and Efficient Internal Resources

Using People, Technology, Dollars, and Time Wisely

- ❑ **Enhance management systems to improve productivity.** Be deliberate in devising people-oriented, effective management systems. Take action to establish effective leadership, performance management, training and development, and recognition programs that support the organization. Provide updated equipment and resources to supplement the management systems.
- ❑ **Embrace and promote integrated, wireless, web-enabled, self-service technology systems.** Develop user-friendly internal communication systems that result in improved customer service and increased productivity. Continue to provide and enhance self-service and web-enabled systems that share public information and ensures a more effective service delivery process.
- ❑ **Develop, improve, and streamline policies, processes, and procedures.** Consolidate and merge multiple cultures and systems within DSI. Unify and integrate the cultures and systems into one that supports all of DSI and its customers.
- ❑ **Generate steady, reliable streams of revenue.** Maintain the necessary resources needed to operate an effect and efficient safety and inspection operation.